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SUBJECT GROUP 4400-4499 SUPPLY/MATERIEL

SUBGROUP 4400 - GENERAL

4400.1 General

a. Background. Commanding Officer, Fleet and Industrial Supply Center (FISC), Norfolk as Program Manager for Supply and Logistics, controls additional assets which are now available to provide a variety of enhanced support to local and transient Fleet customers. Through the establishment of Regional Supply Offices (RSOs) and in conjunction with the services provided by both the Defense Distribution Depot Norfolk (DDNV) and FISC Norfolk, the PM's capability to provide these support services has expanded throughout the region. General information concerning these enhanced services is in this chapter.

b. Mission. FISC Norfolk, Fleet RSOs (RSO Norfolk, RSO Oceana, RSO Portsmouth, RSO Peninsula), and DDNV are available to furnish full supply support to the extent assigned in its official mission. FISC Norfolk provides the following functional support to Fleet Units in the Hampton Roads region: 1) Retail Supply; 2) Base Operating Support (BOS) Procurement; 3) Freight Transportation; 4) Fuel Services; 5) Regional Mail Services and 6) Material Handling Equipment. The FISC Annex at NAVSHIPYD Norfolk, established to support NAVSHIPYD Norfolk, is not a general stocking activity and is authorized to issue supplies to forces afloat **only in cases of emergencies** which prevent obtaining the material from FISC Norfolk. Shipboard personnel requiring supplies or having supply related problems during normal working hours are to call the FISC Norfolk Customer Assistance Branch (IPG 1) or Customer Service Center (Bearer Pickup) (please see Section 4400.2 of this instruction for more details). The FISC Annex main office, Building 1500, 2nd floor, can also be contacted during normal working hours for general assistance and guidance. The NAVSHIPYD Norfolk annex (Code 561.1) will make arrangements with vessels in repair to pickup ship requisitioned material that periodically arrives at Building 276. FISC Norfolk Annex, NAVSHIPYD Norfolk, maintains a complete current technical library and its Technical Branch is staffed with qualified technicians. Technical assistance is available to representatives of other activities, ships, etc. The Technical Branch, Code 515.3, is located in Building 1500, 2nd floor. Although personal contact is normally more beneficial, ship personnel may contact the Technical Division.

c. Other. Ships' material required for the support of afloat units is provided in the form of local procured items and hull material (sold at Super Servmarts), and compressed gasses (processed and issued by DDNV) stored at Building X-380. Fleet RSOs provide local general and aviation support including receiving, storing, packing, shipping and inventory services to the installation fleet and

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fleet squadrons/support activities. Fuel storage distribution and servicing facilities are also provided at each RSO location.

4400.2 Fleet Liaison Section. FISC Norfolk Customer Service Division, Fleet Liaison Section is located in the Customer Service Center in the West End Building W-143, first floor and provides handout material regarding the services and facilities of the Norfolk Center. The handout material is intended to answer questions frequently asked by supply officers in the area. The Fleet Liaison Office is available to answer any questions or assist with supply problems not covered in the handout material. Fleet units are encouraged to avail themselves of this service in order that full advantage of the facilities of Norfolk Center may be realized and to assist the Center in the efficient and expeditious fulfillment of fleet requirements.

4400.3 Super Servmart

a. General. Super Servmart is an integral part of FISC Norfolk. It has been designed to support the customer, both afloat and ashore, with ready supply of popular, low-cost items required by customers in the area. With the concept "self service is rapid service", a reduction is realized in the cost of processing individual low-dollar-value requisitions, and customer requisitioning and accounting procedures are simplified. The centrally located shopping facility is located at NAVSTA Norfolk, Building W-135.

b. Location/Hours of Operation. Super Servmart is located in the west-end of Building W-135, across from Pier 4, NAVSTA Norfolk.

(1) The hours of operation are as follows:

0700-1600 - Monday through Friday

(Note: Store is closed Saturdays, Sundays and holidays)

c. Requisition Procedures. All Super Servmart requisitions will be prepared on a Requisition System Document (DD Form 1348 or NAVSUP Form 1250). Requisitions that are not signed, contain an altered monetary limitation, or are otherwise improperly prepared will not be honored. The only copy of the DD Form 1348 or NAVSUP Form 1250 required by the Servmart is the original that will be retained by the Super Servmart cashiers. (Note: An alternate method of payment offered is through the use of the government credit card.)

d. Authorization Cards and Shopper Identification Procedures. Super Servmart shoppers are required to present a Super Servmart Authorization Card, in addition to the DD Form 1348 money-value-only requisition, in order to utilize the FISC Norfolk Super Servmart. To obtain authorization cards, the authorizing official, or his designated representative must present a completed application for a

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Servmart/Authorization Card to the Super Servmart office, Building W-135, Norfolk Center. Cards should be requested in sufficient quantity to meet anticipated shopping needs, and authorization to sign Servmart requisitions should be granted to more than one person per activity. In the event a card is lost or misplaced, the FISC Norfolk Super Servmart Branch, Code 305.1, should be notified immediately.

Such notification should include the serial number of the lost card. Activities should turn off cards no longer valid. Replacement, additional, or new cards may be obtained by presenting a request to the Super Servmart office, Building W-135, FISC Norfolk. Super Servmart Authorization Card number should also be typed on the DD Form 1348 Requisition.

e. Miscellaneous Information. It is the responsibility of the requisitioning activity to ensure that only authorized items are purchased. Control of purchases and the shopping process itself are facilitated by the use of Super Servmart shopping list (NAVSUP Form 1314). Super Servmart shopping lists are available on floppy disc together with the catalog. (Note: Certain high moving paints are also available from Super Servmart and can be identified via the Super Servmart shopping list. Additional paints can be obtained from DDNV via FISC Norfolk Customer Service (Building W-143).)

4400.4 Mandatory Turn-In of Repairables (MTR). The turn-in point for all unclassified "F" condition repairables retrograde, except Radiacs (FSC 6665), having N68620 or N00189 as the designated support point (DSP) is Building SP-237, which is located near Gate 10, NAVSTA Norfolk. The hours of operation are 0700-1530, Monday through Friday. Turn-in point for Radiacs is the radioactive cage Building Z-103.

4400.5 Disposition of Personal Effects of Absentees and Deserters

a. Regulations. Naval Supply Systems Command Manual, Volume 1, Chapter 3, Part (B) outlines procedures relative to the shipment of personal effects. The instructions categorize personal effects of absentees and deserters as lost, abandoned or unclaimed personal property.

b. Disposition

(1) Afloat Units

(a) Forward the personal effects immediately to the Personal Effects Distribution Center, Personal Effects Branch, Cheatham Annex, Fleet and Industrial Supply Center, Williamsburg, VA 23185-8792.

(2) Shore Activities

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(a) If the property has an estimated value of less than \$25.00 after 90 days, either donate to charity or discard.

(b) All property with an estimated value of \$25.00 or more will be retained at the activity for 90 days. If not claimed within that time frame, the effects will be forwarded to FISC Cheatham Annex.

c. Local Turn-in. Personal effects, properly prepared, may be delivered to the FISC Norfolk, Building Z-135, doorway 24, for further transfer to Cheatham Annex.

d. Responsibility. The commanding officer, officer in charge, or competent authority shall:

(1) Cause the absentee's personal effects to be collected, inventoried and processed for safekeeping as follows:

(a) Appoint, verbally or in writing, a board to inventory effects in accordance with NAVSUP Manual, Volume 1, paragraph 13128.

(b) Ensure that all persons concerned with personal effects take necessary precautions to prevent pilferage or damage.

(2) Prior to transfer, the status, date and hour the absentee was declared AWOL, deserter, etc. will be indicated on the Inventory of Personal Effects (NAVSUP Form 29).

(3) In the event time does not permit delivery to Cheatham Annex, the effects, properly prepared and inventoried, may be left with another ship with instructions for delivery. Transferring the effects to another ship for this purpose does not relieve the transferring ship of the responsibility for inventorying and sealing containers properly. (NOTE: The Supply Officer who receives the effects from the inventory board will enter distribution information on all copies of the NAVSUP Form 29, make appropriate distribution of the form and transfer the personal effects to Cheatham Annex.)

4400.6 Regional Support Office. Regional RSO offices support the following activities:

a. RSO Oceana: NAS Oceana, FCTCLANT, TACTRAGRULANT

b. RSO Norfolk: NAVSTA Norfolk, NAVPHIBASE Little Creek, LANTFLT HEDSUPPACT, NCTAMS LANT, NAVAIRTERM Norfolk

c. RSO Portsmouth: NAVSHIPYD Norfolk Annex, SUPSHIP Portsmouth

d. RSO Peninsula: FISC CHEATHAM ANNEX, Yorktown

Not all activities under SOPA (ADMIN) areas of responsibility are supported by the Regional Support Offices (RSOs).

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More details regarding RSOs functional support areas and times of operation can be located within Appendix B of this instruction.